

Customer Service Report for EMIB



For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Accounts											
Access/Login	3	0	0	1	0	0	0	0	4	0	4
Account Lockout	2	0	0	0	0	0	0	0	2	0	6
Edit Account	24	0	0	1	0	9	0	0	16	0	6
General Info	3	0	0	0	0	1	0	0	2	0	3
Password Self Service	1	0	0	0	0	0	0	0	1	0	16
Register/Open	7	0	0	5279	0	5	0	0	5281	0	0
Application Support											
COTS-Other/Install	1	0	0	0	0	0	0	0	1	0	11
Sharepoint-Troubleshoot	1	0	0	0	0	0	0	0	1	0	42
Specialized Application	1	0	0	0	0	0	0	0	1	0	6
ASR											
Windows	0	0	0	2	0	0	0	0	2	0	0
Back Office Support											
Active Directory	1	1	0	2	0	0	0	0	4	0	8
Add Entry	1	0	0	0	0	0	0	0	1	0	5
Assign DID-Fax	2	0	0	0	0	0	0	0	2	0	8
Backup/Restore	5	0	0	0	0	2	0	0	3	0	8
Configuration	3	0	0	3	0	0	0	0	6	0	3
Create Server Service	1	6	0	0	0	1	0	0	6	0	1
IM Hosting	3	0	0	0	0	0	0	0	3	0	10
Migration/Upgrade	1	0	0	0	0	1	0	0	0	0	0
Permissions/Shares	10	0	0	0	0	2	0	0	8	0	11
Release IP-DHCP	1	0	0	0	0	0	0	0	1	0	20
Reset Limits	9	0	0	0	0	1	0	0	8	0	6
Troubleshoot	4	0	0	1	0	0	0	0	5	0	10
Web Hosting	0	0	0	1	0	0	0	0	1	0	6

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
CC Technical Operations											
Acct-Maintenance-E-Mail	0	0	0	1	0	0	0	0	1	0	15
CIT Categories											
LISTSERV	2	0	0	0	0	1	0	0	1	0	11
Web Dev/New Proj	0	1	0	0	0	0	0	0	0	1	0
Connectivity											
General Info	0	1	0	0	0	0	0	0	0	1	0
TCP/IP	2	0	0	0	0	1	0	0	1	0	0
Email											
Exchange Email	4	0	0	5	0	0	0	0	9	0	6
General Info	11	0	0	0	0	2	0	0	9	0	6
MS Outlook	6	0	0	1	0	1	0	0	6	0	23
Outlook Web Access (OWA)	1	0	0	0	0	1	0	0	0	0	0
PKI-Secure Email	1	0	0	0	0	0	0	0	1	0	8
EOS											
User Applications	0	0	0	2	0	2	0	0	0	0	0
General Information											
Inquiry	1	0	0	0	0	0	0	0	1	0	8
Hardware											
Desktop/Troubleshoot	0	0	0	1	0	0	0	0	1	0	23
Servers/Config/Setup	0	5	0	0	0	4	0	0	1	0	0
Servers/Install/Build	0	1	0	0	0	1	0	0	0	0	0
Local LAN											
LocalLAN/Connectivity	3	0	0	1	0	0	0	0	4	0	8
LocalLAN/General Info	3	0	0	0	0	0	0	0	3	0	9
NIH Data Center											
Aperture Vista	0	1	0	0	0	0	0	0	0	1	0

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NIHnet											
Server Support-DNS	1	0	0	4	0	0	0	0	5	0	3
Server Support-Other	1	0	0	1	0	0	0	0	2	0	10
Service Prov-IP Address Admin	1	0	0	0	0	1	0	0	0	0	0
Service Prov-Wireless	0	0	0	2	0	1	0	0	1	0	0
Security											
General Info	0	0	0	1	0	0	0	0	1	0	7
Telecommunications											
TSR	0	0	0	1	0	0	0	0	1	0	0
Web Site Issue (non-CIT)											
Other	2	0	0	0	0	0	0	0	2	0	3
Wireless Services											
BB/Other	1	0	0	0	0	1	0	0	0	0	0
Palm Pilot/Configuration/Set Up	1	0	0	0	0	0	0	0	1	0	10
Windows CE/Troubleshoot	1	0	0	0	0	0	0	0	1	0	6
Grand Total:	126	16	0	5310	0	38	0	0	5411	3	0

Total Tickets Closed: 5414
Total Tickets Assigned/Pending/Checked Out: 38
Total Tickets Created: 5452